Creative Support Ltd
Head Office
Wellington House
Stockport
SK1 3TS

Tel: 0161 236 0829
Fax: 0161 237 5126
recruitment@creativesupport.co.uk
www.creativesupport.co.uk

Relief Support Worker

Reference: 97083

Birmingham LDS

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation, however we cannot accept a CV as a completed application.

Closing Date: 19 November 2026

Once you have submitted your application form, please allow *10 working days* after the closing date for a response. Please return the application form by email to recruitment@creativesupport.co.uk or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS**.**

We are very much looking forward to receiving a completed application from you.

Yours Faithfully,

Recruitment Department

All employees are subject to enhanced DBS checks.

JOB DESCRIPTION – RELIEF SUPPORT WORKER
Birmingham LDS

Hours: Zero-hour contract, as required.

Responsible To: Service Manager, Project/Deputy Project Manager, Senior Support Workers and other senior colleagues

The Role:
To provide individualised person-centred support to young people with learning disabilities and autistic spectrum disorders living in supported housing; to enable them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible. To contribute to a consistent team approach.

Main Duties

1. To develop and sustain warm and trusting relationships with service users.

2. To promote the self-esteem, happiness and emotional health of service users.

3. To respect the client's right to privacy and to ensure that their dignity is maintained at all times.

4. To encourage and support service users in expressing their needs, views and concerns. To enable service users to make choices and decisions and to participate as fully as possible in planning and decision-making processes.

5. To respect and promote the rights and entitlements of people with autism and learning disabilities, and to enable them to participate as fully as possible in their communities.

6. To support service users in maintaining the safety, security and comfort of their homes.

7. To support service users in understanding and adhering to the terms and conditions of their tenancy agreement and in enjoying the rights and responsibilities of being a tenant.

8. To be responsive to the individual needs of service users within the framework of their Person-Centred Plans and to respond flexibly to changing needs.

9. To enable service users to become as independent as possible and to grow in confidence, competence and personal effectiveness in the following areas:

    - Social skills/relationships
    - Personal care & hygiene
    - Daily living skills
    - Using community resources and facilities
    - Social, leisure and work activities
    - Self-organisation and coping abilities
    - Personal safety

    To achieve this through the provision of practical assistance, support, therapeutic recreation and education sessions, teaching, advice, role modelling, encouragement and positive feedback.

10. To support people who express their frustrations and needs through challenging behaviour by using appropriate strategies, management guidelines and intervention frameworks as specified by the Person Centred Plan.

11. To work within agreed management protocols and guidelines for individuals with complex needs.

12. To ensure that service users receive all necessary advice, care and regular health checks to ensure their physical health and wellbeing. To promote nutrition, relaxation, exercise and a healthy lifestyle.

13. To achieve a range of appropriate communication techniques in accordance with the individual needs of the service user.

14. To support service users in claiming their full benefit entitlement, budgeting and managing their personal finances.

15. To support service users in developing a socially valued lifestyle which includes a varied range of culturally and age-appropriate activities and experiences, building on the strengths, interests and aspirations of the service user. To enable people to access social, leisure, work and educational activities and opportunities.

16. To enable service users to access developmental opportunities, new experiences and challenges, whilst not being exposed to unacceptable risks.

17. To assist service users in the administration and monitoring of prescribed medication in accordance with the Scheme's Medication Policy.

18. To observe and monitor the service users' emotional and physical wellbeing and to inform relevant staff and agencies of any concerns or significant changes in their needs, behaviour and circumstances.

19. To take appropriate action in the event of unforeseen emergencies, ensuring that the Registered Manager is informed promptly.

20. To follow Health and Safety guidelines carefully and to alert the Registered Manager immediately of any concerns in relation to Health and Safety issues.

21. To contribute to project records and individual case files.

22. To carry out and record all financial transactions involving service users within agency guidelines.

23. To carry out general administrative duties, housing management tasks and services as required.

24. To contribute to service users' reviews, through the provision of verbal and written reports and by attending Support Planning meetings.

Other Duties

25. To notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.

26. To provide regular verbal and written reports to colleagues.

27. To accept support, supervision and guidance from senior colleagues.

28. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.

29. To comply with and to implement the Equal Opportunities Policy.

30. To maintain confidentiality at all times, in accordance with the agreed policy.

31. To undertake specific specialised training identified to enhance on team expertise, of working with people with complex needs.

32. To identify training needs in discussion with Line Manager and to attend training events and courses as required.

33. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.

34. To take on the role of shift co-ordinator when required.

35. All employees should be aware that due to the nature of work Creative Support undertakes there is a requirement to support service users with daily living skills and individual activities which will include moving and handling and may involve supporting people with personal care needs.

36. In accordance with the Health and Social Care Act 2008, to actively participate in the prevention and control of infection within the capacity of the role.

37. To provide respectful personal care in accordance with the needs, wishes and preferred routines outlined in the individual's personal support plans. Some individuals will require support with their physical/mobility disabilities and may require support in wheelchairs, using hoists and other appropriate equipment to meet personal needs.

38. Any other duties as required.

PERSON SPECIFICATION – RELIEF SUPPORT WORKER
Birmingham LDS

	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1	Good verbal communication skills and ability to listen sensitively to others	Interview	Essential
2	Good written communication skills, with ability to contribute to a record keeping system	Application Form	Essential
3	Good interpersonal skills and able to work as part of a team	Interview	Essential
4	A basic understanding of autistic spectrum disorders and learning disabilities	Application & Interview	Desirable
5	Ability to provide sympathetic, emotional and practical support to clients	Application & Interview	Essential
6	A common-sense approach to problem solving and ability to deal with conflict and distress	Application & Interview	Essential
7	Ability to work without direct supervision in client's home	Application & Interview	Essential
8	Ability to liaise in a professional manner with other agencies	Interview	Essential
9	An understanding of the aims and principles of Creative Support	Interview	Essential
10	Understanding of Equal Opportunities Policies adopted by Creative Support	Interview	Essential
11	Experience of providing care, support or domestic services to adults with special needs in a community or residential setting	Application & Interview	Desirable
12	Experience of working with people with learning disabilities	Application Form	Essential
13	Experience of working with and relating to people from a wide variety of backgrounds	Application & Interview	Essential
14	Experience of working as a member of a team	Application & Interview	Essential
15	Willingness to work flexible hours according to needs of project, by mutual agreement	Interview	Essential
16	Willingness to attend training courses and events	Interview	Essential
17	Willing to participate in regular supervision with line manager	Interview	Essential
18	To have a clean driving licence and access to a car	Application Form	Desirable
19	Ability to support service users with their physical health needs, this may include pushing wheelchairs and using hoists of which a degree of physical fitness will be required	Application, Pre-Emps & Interview	Essential

TERMS AND CONDITIONS – RELIEF SUPPORT WORKER

Birmingham LDS

Pay Structure:

£12.85 per hour, plus rolled up holiday pay

Please note: National Minimum Wage (£12.71 per hour) will be paid when completing training.

Hours of Work:

As required.

Probationary Period:

The first four months will constitute a probationary period.

Holidays:

You will receive paid holiday hours in respect of holidays which have been accrued. Payments will be calculated as an average, using hours worked over the preceding 12-week period up to a maximum of 180 hours (24 days) per holiday year. Holiday pay is not automatically given and these must be requested.

Sickness Policy:

You will not be entitled to company sick pay.

Disclosure Checks:

All appointments will be subject to DBS enhanced disclosure and ISA checks.

Sona App:

It is mandatory for all bank staff to sign up for the Sona app which is used to advertise available shifts.

Networks:

The EDI Network and the LGBTQ+ Network are available to all our employees. The EDI Network advocates for our staff of colour whilst providing support and resources for employees who may face challenges related to diversity and inclusion. The LGBTQ+ Network promotes visibility and representation of LGBTQ+ individuals within the company.